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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT****SOUTH CAROLINA OPERATIONS**

COMPANY NAME

New Dimension Communications

QUARTER / YEAR

2<sup>nd</sup> Quarter 2009

Month:	April	May	June
Number of Customer Access Lines	2157	2212	2339
Trouble Reports / Access Line (%)	11%	10%	12%
Customer Out of Service Clearing Times (%)	96%	95%	92%
New Installs Completed w/in 5 Days (%)	88%	89%	86%
Commitments Fulfilled (%)	99%	99%	99%

Comments / Explanations: \_\_\_\_\_  
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Person Making Report / Contact Information: Wayne Green 843-270-4915  
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